

From: (091)S. Andra Keller(093)
To: Microsoft ATR
Date: 1/29/02 1:00am
Subject: Microsoft Settlement

E-mail comments to Microsoft.atr@usdoj.gov. Please type "Microsoft Settlement" in the subject line.

Your Honor,

My name is Sherrie Andra Johansson Keller. I just found out about this option to comment this evening. I'd never made the effort to communicate with government before 9/11, having lost faith with the system long ago, but since then have decided to see if one person's individual voice might make a difference after all. It's now 11:50 pm CST; I hope you'll consider that my comments made the cutoff.

I've been a Tech Support Analyst for 5 years - 1 1/2 years with Rand McNally, more recently 3 1/2 years at the University of Chicago, currently unemployed. I have followed the Microsoft trials for the duration. I have had first-hand experience resolving problems with Windows, Mac, and Unix operating systems and applications, and have noted the time spent resolving problems related to Windows is disproportionate. Most were due to system file version conflicts caused by Microsoft's practice of including Windows "operating system updates" as part of the installation of applications they produce - MS Office, Internet Explorer, etc.

I feel Dan Kegel's letter at <http://www.kegel.com/remedy/letter.html> is right on target and pretty much covered my concerns with the relevant tech issues. (I'd cosign but he's already sent his comments to you. Oh, well.)

My other concern is the role of powerful corporations and government. The recent Enron bankruptcy further fuels my concerns. I'm running short of time so can't state my concerns personally. Instead I've included links to an article that addresses some of them.

Microsoft and Kool-Aid test

By Robert Lemos ZDNet News August 22, 2001, 5:00 PM PT
<http://zdnet.com.com/2100-1107-530559.html>

MORE NEWS: Why Ballmer's 'monkey boy' dance was a tour de force
By Charles Cooper, Senior Executive News Editor, ZDNet News, posted Friday, August 24, 2001
<http://www.zdnet.com/anchordesk/stories/story/0,10738,2807333,00.html>

"...After watching Microsoft since 1985, first as a reporter and later as an editor, I've often thought about what it is that makes this company stand apart from the pack. I've also thought about what it is that pushes

the company to the point that its aggressive behavior attracts the attention of the Justice Department and state litigators. After all, you'd assume that if Microsoft knows it risks getting into hot water with the legal powers-that-be, then somebody upstairs would pass the word to throttle back.

BUT THE GENIUS OF MICROSOFT is that it doesn't throttle back, that its leadership is so driven by a flat-out, win-all-the-marbles mentality, that this is not just software. It's about a lot more than that. For Ballmer and his boss, Bill Gates, it's surely about more than the money. Hell, after you pass the \$1 billion point in net worth--something both execs did years ago--how many more cars do you want to collect? How much better can you eat? How many other houses do you want to buy?

This is about securing their place in history. In the same way that biographers and economic historians have devoted their attentions to John D. Rockefeller and the amazing oil trust he built by the turn of the last century, future scholars will do the same when they examine this part of the history of the computer industry and the role played by Microsoft.....

....But like Microsoft or not, the unsated appetite of this company is a testament to the ability and drive of the folks running the show. In business, like in war, half-measures don't make it. And when you go into battle, it helps if the true believers are in command."

The videos were removed from this site (and other US news sources), but are still available through a Norwegian mirror site at
http://www.stenstad.net/storage/ballmer_dance.mpg
<http://www.stenstad.net/storage/developers.mpg>

The display made my blood run cold, especially the close-up images of Ballmer's his face at :35-:36 seconds in the first video. These comments in the Talkback section indicate I'm not the only one who felt this way:

Name: Steve Hawkins
Posted At: 12:12 GMT 08/24/2001

Face it.... Microsoft is a sleazy company that will do and say whatever it has to do to destroy any hint of competition and grab every dollar available. THAT is their mission. Just a personal opinion of course. Say all you want about Ballmer or Gates and their level of passion. Say all you want about wanting to leave their mark on history. None of this means anything when their software sucks and their

business practices are unethical. It's nice that the Microsoft faithful (Baaaa!) get themselves into a lather. I'm happy for them. I do think they need to get a life though. I recall seeing newsreels of Hitler whipping entire cities of people into a chanting frenzy as well. Ah Hitler, he sure was passionate.

Rob Charlton

Posted At: 00:11 GMT 08/30/2001

Charles, You wrote "In business, like in war, half-measures don't make it. And when you go into battle, it helps if the true believers are in command." Really ?? The 'true believers' ran Germany in the 1930s, did they not ? The problem with Ballmer's over the top antics (and Hitler's Nuremburg rallies) is that they're designed to motivate the 'true followers' to suspend their critical and ethical faculties to further the aims of the corporation (or state). The parallel is one of degree, but the principle is the same. Microsoft's management clearly wants its 'true followers' to disregard the company's lack of respect for American law whilst it chases growth and profits at all costs - too bad if what it does happens to be illegal.

Thanks for letting one person speak out. I want to believe in our government again.

Sherrie Andra Keller